Installation Guide

Webwasher® CSM Suite 5.3

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Chapter 1

Introduction

Thank you for selecting Webwasher as your company's comprehensive filtering solution for enterprise-wide Content Security Management.

1.1

About This Guide

The goal of this guide is to assist you in quickly installing the Webwasher product of your choice. Assuming you meet or exceed the system requirements as outlined in below, you can install Webwasher either on Windows (Chapter 2), Solaris (Chapter 3) or Linux (Chapter 4) from a single binary. To activate your license, please read Chapter 5.

The *Webwasher User's Guide*, *Online Help* and *Reference Guide* offer deeper insight about Webwasher's features and functions. These guides are available via the Web interface under "Manuals", or via the Webwasher extranet.

1.2

System Requirements

Webwasher supports ICAP servers and the standalone HTTP proxy on Windows, Solaris and Linux. Please ensure that your equipment meets or exceeds the system requirements listed below:

1.2.1

Windows

- Windows workstation
- 512 MB RAM (or more)
- Windows 2000/2003 Server

- Standard Web browser

Note: Webwasher can also be installed and will run on Windows XP. There is, however, no support offered for this type of configuration. When running Webwasher under this operating system, the maximum number of connections is also restricted to an extent that impedes the reasonable use of multiple clients.

Because of similar restrictions for Windows 2000 Professional, it is also not recommended to run Webwasher under this operating system.

1.2.2
Solaris

- Sun Ultra SPARC workstation
- 512 MB RAM (or more)
- Sun Solaris 8 or 9
- Standard Web browser

1.2.3
Linux

- Linux i586 workstation (Pentium class processor-compatible)
- 512 MB RAM (or more)
- Red Hat Enterprise Linux 3, SUSE Linux Enterprise Server 8, Debian GNU/Linux 3.1

  Note that UnitedLinux 1.0 x86 Service Pack 3 is needed for the SUSE Linux Enterprise Server 8.
- Standard Web browser

Note: For Webwasher versions older than 5.3, Debian 3.0 can also be used, and support is offered for this type of configuration.

Since there is a different kernel with Debian 3.0, and older library versions may be used, it is not recommended to run Webwasher 5.3 or higher versions under this operating system.

1.3
Downloading the Software

A trial version of the Webwasher software can be downloaded from http://www.webwasher.com.

A non-trial version can be downloaded from https://www.webwasher.com/extranet/

Chapter 2
Installation on Windows

The first step involves a straightforward installation of Webwasher. The Installation Wizard will guide you through and it is normally fine to accept all default settings.

Follow these steps to install Webwasher as a server on Windows:

1. Start the installation file `wwcsm<version number>-<build number>.exe`.

2. A standard Installation Wizard appears, which will guide you through all of the steps required. First, you need to accept the License Agreement.

3. Select the appropriate destination path.

4. Choose the start menu folder.

5. TCP/IP Parameters Prompt: A prompt window may appear, telling you that some of your TCP/IP parameters are not configured for optimal server performance (see the figure below). Should this prompt appear, please read Appendix A for more details. If not, please continue with Step 6.

6. Install Webwasher as a service: After the installation process has finished copying all the files to the destination path, it will present you with a final screen where Webwasher CSM will be installed as a service by default. This means that Webwasher will then be running at all times, even if no one is logged onto the computer, acting as a system component. If you choose to run Webwasher in the non-service or standalone mode, Webwasher will then act as an application and will need to be started and stopped manually.

7. You can choose to view the *Quick Configuration Guide* upon "Finish". We recommend viewing this guide in order to learn how to access the Web interface, change passwords, upload the appropriate product license key, set up some one-time configurations, and learn how to test the filters and antivirus engine.

8. If the Registry settings have been changed as in Step 5, the screen will also suggest that a reboot of the system is required. If this option is selected, your system will be shut down immediately. The default here is to let you reboot when appropriate.

9. After a successful installation, there should be a Webwasher folder in the Start Menu.

2.1
Silent Installation

Webwasher can be installed silently on Windows, by using command line options for the installer, which allow you to answer all possible questions that come up during the normal installation, plus the option to reboot if needed.

Enter the following command:

```
wwcsm<version number>-<build number>.exe /s /noreboot
/dest:"d:\apps\webwasher"
```

where

`/s` needs to be set to tell the installer to work in silent mode (no interaction with the GUI).

`/noreboot` is optional. If not specified, the installer will do a reboot without any notification if needed (e.g. if the service was running and files could not be overwritten).

`/dest` is also optional and allows you to specify the destination directory where Webwasher should be installed.

2.2
Uninstalling on Windows

On Windows, Uninstalling Webwasher can be done by selecting Webwasher in the Add/Remove Programs menu of the Windows Control Panel, and then clicking on the Change/Remove button.

Note: If Webwasher is running at this time, it will be closed, and if Webwasher is installed as a service, it will be uninstalled. Uninstallation can be done at any time without causing harm to your system. However, any log files still remaining in the logs directory of the Webwasher directory will not be removed.

Chapter 3

Installation on Solaris

Follow these steps to install Webwasher as a server on a Solaris operating system:

1. First, download the appropriate version for Solaris 8 or 9.

2. Locate the archive file:

```
webwasher-csm-{packet version number}-solaris-{build plat-
form version}-sparc.tar.gz
```

   where the packet version number is the version number combined with the build number. For example: webwasher–csm–5.3.0-995–so-laris–2.9–sparc.tar.gz

3. Unpack the Webwasher archive to your working directory with the following command:

```
cat {archive file name} | gunzip | tar xvf -
```

   For example: cat webwasher–csm-5.3.0-995-solaris-2.9-sparc.tar.gz | gunzip | tar xvf -

4. You should now have the following six files in your current directory:

   webwasher-csm.install

   webwasher-csm.license

   webwasher-csm.readme

   webwasher-csm.remove

   webwasher-csm.ss

   webwasher-csm.sw

5. Run the install script from your current directory:

```
{current directory}/webwasher-csm.install
```

   and answer the questions about the installation and license agreement. Following this there is a series of configuration questions about user and

group. In each case, to accept the default value (recommended), press "Enter".

where should webwasher be installed? (/opt/webwasher-csm)

which user should webwasher run as? (wwasher)

which group should webwasher run as? (wwasher)

Pressing return will allow the default group (wwasher) to be used. You may also select another group. The script checks if this group exists, and creates one if it does not.

6. The installation is now complete. The starting script "webwasher-com" will then be available in /etc/init.d/, where starting, stopping and status analyses are possible.

3.1
Uninstalling on Solaris

Go into /etc/software/. This directory is created by and specific to the package manager used by Webwasher. Once in /etc/software/, uninstallation can be done automatically by running the `webwasher-csm.remove` script.

Installation on Linux

The following sections describe how to install Webwasher as a server on a Linux operating system.

For a special issue concerning the capability module, see section 4.1. For special information about using the McAfee antivirus engine on Linux, see 4.4.

To install Webwasher on Linux, complete the following steps:

1. First, download the appropriate version for Linux (e. g. Debian GNU/Linux 3.1, Red Hat Enterprise Linux 3.1 or SUSE LINUX Enterprise Server 8).

2. Locate the archive file:

```
webwasher-csm-{packet version number}-linux-{build distri-
bution}-intel.tar.gz
```

where the packet version number is the version number combined with the build distribution. For example: webwasher–csm–5.3–1000–debian-3.1–intel-tar.gz

3. Unpack the Webwasher archive to your working directory with the following script:

```
tar xvzf {archive file name} | gunzip | tar xvf -
```

For example: tar xvzf webwasher-csm-5.3.0–1000–debian-3.1-intel.tar.gz

4. You should now have the following six files in your current directory:
   webwasher-csm.install
   webwasher-.cms.license
   webwasher-csm.readme
   webwasher-csm.remove
   webwasher-csm.ss
   webwasher-csm.sw

5. Run the install script from your current directory:

```
{current directory}/webwasher-csm.install
```

and answer the questions about the installation and license agreement. Following this there are a series of configuration questions about user

and group. In each case, to accept the default value (recommended), and press "Enter".

where should webwasher be installed? (/opt/webwasher-csm)

which user should webwasher run as? (wwasher)

which group should webwasher run as? (wwasher)

The installation is now complete, and the ICAP server is running.

6. Now Webwasher should be installed and running, and waits for requests.

For an easy, alternate method of installing on Debian, SUSE, and Red Hat, please refer to Sections 4.1, 4.2 and 4.3 accordingly.

4.1
Alternative Installation on Debian

When installing Webwasher on Debian, the following issue must be dealt with. It was found under Debian 3.0, but could also occur with other distributions of Linux.

Webwasher will not run if in the Linux kernel the capability module has not been loaded and at the same time the *CONFIG_SECURITY=Y* flag is set.

To solve this problem:

- Load the capability module by configuring:

```
modprob capability
```

or:

- Set the flag mentioned above to a negative value:

```
CONFIG_SECURITY=N
```

To perform the installation procedure, complete the following steps:

1. Download your .deb package, e.g.

```
webwasher-csm-5.3.0-995-debian-3.1-intel.deb
```

2. Install it via

```
dpkg --install <DEBIAN PACKAGE>.deb
```

Webwasher will be installed in /opt/webwasher-csm.

3. The starting script "webwasher-csm" will then be available in /etc/init.d/, where starting, stopping, and status analyses will be possible.

4.2
Alternative Installation on SUSE

1. Please download your .rpm package, e.g.

   `webwasher-csm-5.3.0-995-sles-8.0-intel.rpm`

2. Install it via

   `rpm -ihv <RPM PACKAGE>.rpm`

   Webwasher will be installed in /opt/webwasher-csm.

3. The starting script "webwasher-csm" will then be available in /etc/init.d/, where starting, stopping, and status analyses will be possible.

4.3
Alternative Installation on Red Hat

1. Please download your .rpm package, e.g.

   `webwasher-csm-5.3.0-995-rhel-3.0.rpm`

2. Install it via

   `rpm -ihv <RPM PACKAGE>.rpm`

   Webwasher will be installed in /opt/webwasher-csm.

3. The starting script "webwasher-csm" will then be available in /etc/init.d/, where starting, stopping, and status analyses will be possible.

4.4
Additional Configuration When Using the McAfee Anti Virus Engine

In order to use the McAfee anti virus engine on Linux, special packages are needed for Debian, Red Hat and SUSE:

4.4.1
Debian

Packages are available from the official Debian server:

http://archive.debian.org/dists/potato/main/binary-i386/oldlibs/lib-stdc++2.8_2.90.29-2.deb

You can install with the command:

```
dpkg --install <path_to_package>
```

Note: This package can also be installed on Woody and Sid.

4.4.2
SUSE

The package is called "compat", and is available from the distribution CD-ROM/source. You can install with YaST.

4.4.3
Red Hat

The package is called compat-libstdc++, and is available from the distribution CD-ROM/source. The install command is `rpm -i <path_to_package>`

4.5

Additional Configuration When Using SSL Scanner on SUSE LINUX Enterprise Server

The package is called "compat", and is available from the distribution CD-ROM/source. You can install with YaST.

4.6

Uninstalling on Linux

On Linux, you must go into /etc/software/. This directory is created by and specific to the package manager used by Webwasher. Once in /etc/software/, uninstallation can be done automatically by running the `webwasher-csm.remove` script.

License Information

If you are installing a new license in order to upgrade an existing version of a Webwasher product, please review the following sections about licensing and upgrading before activating your license as described in section 5.3.

5.1

Upgrading From Old Versions

There are different upgrading procedures depending on which generation (3.x or 4.x) of Webwasher product you are upgrading.

For upgrades from 4.x to 5.x, please see section 5.1.2 if you would like to know more about the automatic migration. Upgrading from Webwasher 3.x is not possible.

5.1.1
Upgrading from 3.x

Upgrading from Webwasher 3.x is not possible. Please de-install this version first before you install Webwasher 5.x. You will also need to install a new license for Webwasher 5.x by going to the Webwasher extranet.

5.1.2
Upgrading from 4.x

Webwasher 5.x can be installed over an earlier version of Webwasher 4.x. When updating an old Webwasher installation with a new Webwasher version, Webwasher tries to take over as much of the old settings as possible. This process is called migration. Due to setting changes (for example new settings, removed, or renamed settings, etc.), this is not an easy task. However, Webwasher migrates old settings automatically. After a new Webwasher version is installed and started for the first time, Webwasher detects the presence of

old settings and automatically migrates them. All changes are logged to the file "logs/migration.log". If the first start of Webwasher fails due to an unsuccessful migration, this log file gives you information about what went wrong. Please note that all changes are undone if migration fails, to avoid having an inconsistent state for configuration files. More details about configuration file changes can be found in Chapter 2 of the *Reference Guide*.

5.1.3
License Requirements for NetCache Customers

For customers with NetCache version 5.2 and later, a special ICAP license is needed to enable this feature on NetCache.

The NetCache ICAP license is: *MOQPNOJ*

5.2
Adding Additional Products

If you are expanding Webwasher 5.x by installing other products from the 5.x family (such as adding Webwasher Anti Virus 5.x to an existing Webwasher URL Filter 5.x product), you need only to activate a new license. Please see section 5.3 for instructions about license activation.

5.3
Activating Your License

To activate your license, you will first need to access Webwasher's platform-independent HTML Web interface. This interface can be accessed remotely via a Web browser. You can also configure Webwasher's Secure Administration Shell (SSH) to access Webwasher via command line interface; please refer to the User's Guide of your product for more details about setting this up.

1. To access the Web interface when Webwasher is running on your local computer configured to run on the default port, can be done by entering:

   http://localhost:9090/conf

   for HTTP connections, and

   https://localhost:9091/conf

   for HTTPS connections. For HTTPS connections, the Certificate Fingerprint (valid from May 29th, 2003 until May 28th, 2008) is:

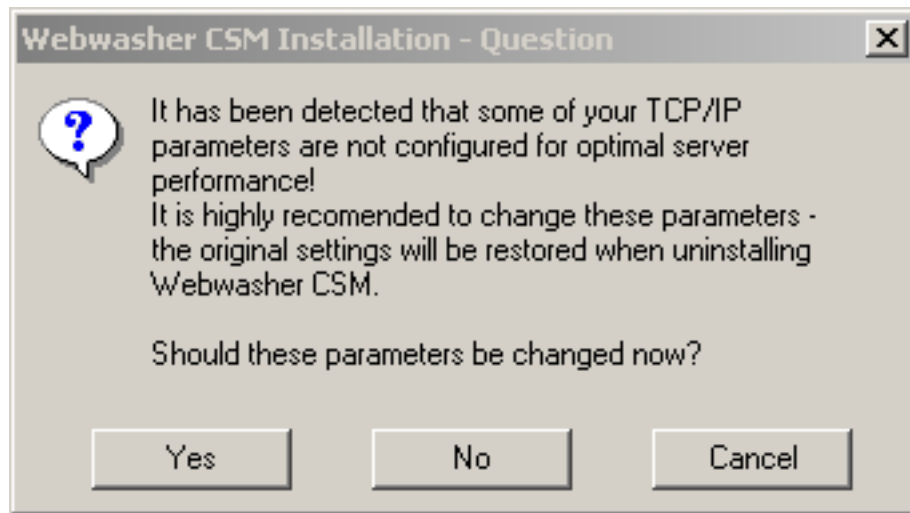*49 7b 00 8C 72 2F D1 a9 cb fc 1b 6a e0 8d 6f 87 3a ec 5b cf (sha1)*

2. You can also enter *http://-web.washer-/conf*

3. A dialog box appears. Enter the temporary user name (admin) and password (webwasher). These can be changed by clicking on the "Change Password" link in the navigation bar of the *Home* page.

4. Assuming you have already saved the new license file to the "conf" directory of your Webwasher installation directory (or other folder of your choice), click on "License Information" and go to the *Import License* section near the bottom of the page.

5. Click on "Browse" to select the location and name of the license file, select "Open".

6. Click on "Activate License". Your license will be uploaded, and the message "The license was accepted" should appear in red. Selecting "OK" will take you to the *System Alerts* page for further configuration; see the *Quick Configuration Guide* for more details.

Important Files

- /conf

  — configuration files

  — global.ini / global.conf (system configuration)

  — default.ini / default.conf (default profile)

  — <policy>.ini / <policy>.conf (all other profiles)
- UNIX: /lib/errors

  — system error messages

  — can be customized (see the *Reference Guide*)
- Windows: /conf/errors

  — system error messages

  — can be customized (see the *Reference Guide*)
- /doc

  — documentation
- /logs

  — log files

  — can be accessed via Web interface

Windows TCP/IP Installation Dialog

During the installation process, a prompt window may appear indicating that some of your TCP/IP parameters are not configured for optimal server performance (see the figure below). Should this prompt appear, please follow the steps below:

Selecting Yes will change `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters`

in Windows registry by editing the following two keys:

`MaxUserPort REG_DWORD Value=65000 (decimal)` and

`TcpTimedWaitDelay REG_DWORD Value=60 (decimal)`

The first parameter controls the maximum port number used when a client application requests any available user port from the system. The default value is 5,000, where the default ports are between 1024 and 5000 (leaving 3,976 available ports).

The second parameter determines how long a closed port will wait until it is reused.

When computers that run Windows NT clients use an excessive number of ports (more than 3,976 at a time, as may be the case in larger enterprises),

the number of ports may run out before the TCP/IP peer releases the closed connections for reuse (which is by default 4 minutes), leaving clients unable to create new connections to the server.

By selecting Yes, more ports (up to 65,000) will be used, and TIME_WAIT will be reduced to 1 minute, and clients will then be able to access the server.